

**APPENDIX B**  
**STATEMENT OF WORK**



**COMMUNITY AND SENIOR CENTER**  
**AUTOMATION SOLUTION**

**January 2012**

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## **STATEMENT OF WORK**

### **1.0 – SCOPE OF WORK**

This Statement of Work (“SOW”) consists of tasks, subtasks, deliverables, goods, services and other work (“Work”) the selected vendor (“Contractor”) shall be required to provide in response to the RFP.

#### **1.1 – OVERVIEW**

The County of Los Angeles (“County”) Community and Senior Services (“CSS”) desires to automate service delivery tracking at its Community and Senior Centers using a solution (“Solution”) based on an off-the-shelf software (“COTS”) and standard personal computers and other related equipment. Future projects may expand this Solution to other CSS vendors’ locations.

The County is one of the largest counties in the country with over 100,000 employees, equivalent to a seventh largest state. Consequently, sizing capabilities of any software or application and quality and maintenance of hardware are important for this project.

County prefers web-based, mature software that is open in design and that would be highly configurable via tables by local County technical staff. Reporting and data extraction to the CSS data warehouse are also a major consideration.

For this project, County will purchase name brand standard PCs and equipment through master agreements with large volume discounts. County’s equipment will be locally maintainable, imaged and/or replaced, as required, by County’s technical staff. County does not intend to use proprietary hardware for this project.

The selected Contractor will be responsible, among others, for specifying touchscreens, scanners and minimum workstation memory and hard drive size that are compatible with its Solution. County will purchase, install, configure (using Contractor supplied drivers, software and tools) and maintain client workstation equipment. Currently the County has fourteen (14) Community and Senior Centers throughout Los Angeles County. Additionally, there will be an installation at the CSS headquarter building for us by County management and County first level technical support (“First Level Support”). Contractor will also be required to provide initial training, data import, data extraction and conversion tasks. Contractor must provide responses that clearly state it they will meet the Minimum Requirements of this project and how its Solution is a best match to provide the County’s Desired Features.

This will be a Contractor hosted Solution which shall include server hardware and regular software maintenance releases no less frequently than twice a year. Contractor shall supply all levels of technical support beyond County’s First Level Support. Contractor shall be required to agree to a service level agreement (“Service Level Agreement”) substantially similar to the one attached to the RFP as *Exhibit D (Service Level Agreement) to Appendix A (Required Agreement)*.

All hosted and other County data shall be stored within, and can only be accessed from within, the continental United States. Additionally, Contractor shall be required to comply with County’s security requirements with respect to the County information stored on the Contractor

hosted environment, as set forth in *Exhibit 3 (Security Requirements) to Appendix C (Requirements and Response Documents)*.

The following requirements and specifications are attached to and form a part of this SOW:

- Exhibit 1 – Manual Business Event Processing
- Exhibit 2 – Automated Business Event Processing
- Exhibit 3 – Mixed Event Participants
- Exhibit 4 – List of Community and Senior Centers
- Exhibit 5 – Data Warehouse Extract / Import Requirements
- Exhibit 6 – County Client Workstation Specifications
- Exhibit 7 – County Specifications for Consumer Data Import
- Exhibit 8 – Community and Senior Center Reports and Volumes

## **1.2 – PROJECT OBJECTIVES**

The general objective of this project is to implement a technology solution that will assist in providing support for County's Community and Senior Centers ("Center(s)").

This Statement of Work will be the basis for a Project Schedule. Capitalized terms used in this Statement of Work without definitions have the meanings given to such terms in the Base Agreement substantially similar to *Appendix A (Required Agreement) to the RFP*. All Work under the Agreement shall be performed at the rates and fees set forth in a pricing schedule that will be based on the submitted cost proposal and will be part of the resultant Agreement, if awarded.

Contractor shall perform, complete and deliver all Work, however denoted, as set forth in this Statement of Work. Also defined herein are those Tasks and Subtasks that involve participation of both Contractor and County. Unless otherwise specified as an obligation of County, Contractor shall perform all Tasks and Subtasks and provide all Deliverables as defined herein. A Deliverable shall only be deemed complete upon County's approval and acceptance, irrespective of the number of tries it takes Contractor to provide a successful Deliverable.

## **1.3 – FACILITIES AND FURNISHED ITEMS**

The CSS has fourteen (14) Community and Senior Centers that will have approximately three (3) workstations per site, with the administrative office as an additional site, for fifteen (15) sites total. Initially, County intends to install forty-six (46) Client workstations.

Additional client workstations up to sixty (60) are included in the cost bracket of 40 to 60 client workstations. County reserves the right to modify the number of sites and site configurations listed in *Exhibit 4 (List of Community and Senior Centers) to this Appendix B*.

County will supply client workstation hardware, including workstations, operating software, web browser, keyboard, mouse and any other software as required for supporting applications other than the Solution. Additionally, County will provide vendor recommended touchscreens and scanners that are compatible with the Solution will comprise the System environment

(“System Environment”). Vendor must provide minimum memory and storage specifications for the County workstations.

County will also provide First Level Support after Go-Live. Training room at CSS Headquarters will be provided by County if on-site Training or centralized WebEx is needed and/or selected.

Contractor will list, for County approval, the required touchscreen(s) and scanner(s) that are compatible with the Solution, including wired scanners(s), wireless scanner(s) and wireless memory scanner(s) that can be used for remote scanning and later uploading of consumer barcodes and services.

Contractor will provide to County all Solution required drivers and other configuration materials together with appropriate training and instructions necessary for County to independently configure the Client workstations for operation with the Solution.

Contractor will supply all materials not provided by County that are needed to comply with this Statement of Work and the resultant Agreement.

County reserves the right to reject Contractor hardware recommendations and request replacement with other appropriate equipment more suitable for County’s current and future needs.

#### **1.4 – DEFINITIONS**

The capitalized terms listed below that are used throughout this Exhibit B shall have the definitions given to such terms in this *Section 1.4* below. All other capitalized terms used in this Appendix B without definitions shall have the meaning given to such terms in the RFP or the Required Agreement, as applicable.

“**AAA**” shall have the meaning specified in Task 6 – Baseline Interface with SAMS.

“**Contractor**” shall mean the company or vendor selected by County pursuant to the RFP for the purpose of providing the Solution detailed within this Statement of Work.

“**COTS**” shall have the meaning specified in Section 1.1 – Overview.

“**Data Migration**” shall have the meaning specified in Task 4 – Migration of External Data.

“**Data Migration Plan**” shall have the meaning specified in Subtask 4.1 – Develop Migration Plan.

“**Data Migration Test**” shall mean the System Test conducted to test migration of data in accordance with *Subtask 4.2 – Develop and Test Data Migration Methods*.

“**Data Warehouse**” shall mean a collection of data from various County systems, including but not limited the Solution and Interfaced Systems.

“**Desired Features**” shall mean the combined features listed within the Minimum Requirements Matrix, the Desired Features Matrix, Contractor narrative response and any other Contractor RFP response documents.

**“Final User Acceptance Test”**; **“Final UAT”** shall mean the final System Test conducted by Users, as further specified in *Subtask 8.3 – Conduct Final User Acceptance Test*.

**“First Level Support”** shall mean the first level help support to be provided by County’s technical staff in response to questions and problems from users prior to the problem being reported to Contractor, as further specified in *Section 1.1 – Overview*.

**“Go-Live Date”** shall have the meaning specified in Deliverable 8.3 – Go-Live.

**“Implementation Period”** shall mean the period from the Effective Date of the resultant Agreement through the Solution’s Final Acceptance.

**“Maintenance Period”** shall mean the period from Final Acceptance through the end of the resultant Agreement.

**“Minimum Requirements”** shall have the meaning specified in *Paragraph 1.4 (Minimum Requirements) of the body of the RFP*.

**“Project Plan”** shall have the meaning specified in Subtask 1.1 – Develop Project Plan.

**“System Environment”** shall have the meaning specified in Section 1.3 – Facilities and Furnished Items.

**“System Maintenance Plan”** shall have the meaning specified in Subtask 9.1 – Develop System Maintenance Plan.

**“User Acceptance Test”**; **“UAT”** shall mean the System Test conducted by Users, as specified in *Subtask 2.4 – Develop UAT Plan*.

**“UAT Plan”** shall have the meaning specified in Subtask 2.4 – Develop UAT Plan.

**“Vendor”** shall have the same meaning as Contractor or selected Proposer.

**“Volume Test”** shall mean the System Test for testing the Solution for handling data volumes conducted in accordance with *Subtask 3.2 – Develop and Execute Volume Test*.

**“Warranty Period”** shall also have the meaning specified in Subtask 8.4 – Maintain Non-Deficient Production Use.

## **2.0 – TASKS AND DELIVERABLES**

### **TASK 1 – PROJECT ADMINISTRATION**

Contractor shall provide full project management, planning, monitoring, supervision and tracking and control of all project activities during the term of the Agreement. Contractor shall employ project management industry standards and practices in the performance of all Work.



**SUBTASK 1.1 – DEVELOP PROJECT PLAN**

Contractor shall review the System Requirements with County's Project Manager. Based upon that review, Contractor shall have the primary responsibility of preparing a project plan ("Project Plan") document and submitting it for written approval to County's Project Manager. County shall work closely with Contractor during the preparation of the Project Plan. County shall have the final discretion in requiring an order of tasks and deliverables and/or a dependency of paid and unpaid tasks and deliverables to other paid or unpaid tasks and deliverables.

**DELIVERABLE 1.1 – PROJECT PLAN**

Contractor shall provide the Project Plan for approval, which shall, at a minimum, include the following:

1. All Work described in this Statement of Work and elsewhere in the Agreement;
2. The Project Plan developed in County-specified version of Microsoft Project (currently 2007), which shall include:
  - a. All Deliverables, including those referenced in the Pricing Schedule,
  - b. All Tasks, Subtasks, Deliverables and other Work,
  - c. Associated dependencies among Tasks, Subtasks, Deliverables and other Work,
  - d. Resources assigned to each Task, Subtask, Deliverable and other Work,
  - e. Start date and date of completion for each Task, Subtask, Deliverable and other Work,
  - f. Proposed County review period for each Deliverable,
  - g. Proposed milestones, and
  - h. Other information reasonably required by County;
3. Identification of all Contractor Key Personnel and Contractor Key Staff;
4. A Deficiency management plan, documenting the approach to Deficiency management, including methodology, recommended tool(s) and escalation process;
5. Approach to project communications;
6. A risk management plan, documenting the approach to risk analysis (e.g., the evaluation of risks and risk interactions to assess the range of possible project outcomes), risk mitigation (e.g., the identification of ways to minimize or eliminate project risks), risk tracking/control (e.g., a method to ensure that all steps of the risk management process are being followed and, risks are being mitigated effectively) and clearly establishing a process for problem escalation, to be updated, as needed, through the term of the Agreement;
7. Initial identification of risks that may impact the timely delivery of the Solution;
8. Project staffing and resource management plan;

9. Configuration and change management plan. Changes, in this context, refer to changing the functionality of, or adding additional functionality (e.g., changes to the project scope) to, any Solution component. The approach shall ensure that the impact of and rationale for each change are analyzed and coordinated prior to being approved; and
10. Acceptance criteria for Deliverables. Acceptance criteria shall be based on the terms of the resultant Agreement, including the Statement of Work and the actual tasks being competed, and shall include all documentation, whether stated in the SOW or not, that is consistent with good analytical practices, as determined by County.

Contractor shall prepare and provide to County a finalized Project Plan pursuant to *Subtask 1.1 – Develop Project Plan*. The Project Plan may be modified only if such modification has been approved in advance in writing by County's Project Manager. The Project Plan shall be the basis for the Project Schedule, which shall be updated upon finalization of the Project Plan and shall be attached to the resultant Agreement as *Exhibit C (Project Schedule)*.

#### **SUBTASK 1.2 – PREPARE STATUS REPORTS AND CONFERENCES**

Contractor shall provide ongoing project administration, which shall include, but not be limited to, the following:

1. Project Plan monthly status reports; and
2. Updates to the Project Plan and the Project Schedule.

Contractor's Project Manager shall provide full project management and control of project activities. Contractor's Project Manager shall present to County's Project Manager written status reports documenting project progress, plans and outstanding issues. Contractor's Project Manager shall meet with or conduct a status update conference with County's Project Manager on a weekly basis, or as otherwise agreed to by County and Contractor, to review project status reports and any related matters. All variances shall be presented to County for approval at the status meeting. The first report shall be presented to County's Project Manager one (1) week following the Effective Date in a format approved by County. This *Subtask 1.2* shall include, but not be limited to:

1. Project planning and direction;
2. Contractor staffing and personnel matters, including management of Contractor technical staff;
3. Evaluation of results and status reporting;
4. Incorporation of County's System Requirements, including, but not limited to, all business, functional and technical requirements;
5. Incorporation of required software modification, if any; and
6. Management and tracking of all issues and their resolution.

Contractor's Project Manager and County's Project Manager shall report project status on a regular basis and shall participate in monthly status meetings. The project and reporting system shall include, but not be limited to, the following components:

1. Kick off meeting;
2. Updated Project Plan; and
3. Status reports and meetings or teleconferences.

The project status reports prepared by Contractor's Project Manager pursuant to this *Subtask 1.2* shall be used as the mechanism for Contractor to report any project risks or problems identified as part of the implementation process.

#### **DELIVERABLE 1.2 – COMPLETE STATUS REPORTS AND CONFERENCES**

Contractor's Project Manager shall prepare and present to County's Project Manager written status reports documenting project progress, plans and outstanding issues in accordance with *Subtask 1.2 – Prepare Status Reports and Conferences*. Contractor's Project Manager shall meet with or conduct a status update conference with County's Project Manager at least monthly, or as otherwise agreed to by County and Contractor, to review these project status reports and any related matters. All variances shall be presented for approval by County at the status conferences. The first report shall be presented to County's Project Manager one (1) week following the Effective Date in a format approved by County.

#### **TASK 2 – BASELINE APPLICATION IMPLEMENTATION**

Contractor, with assistance and cooperation from County's Project Manager, shall analyze and validate the System Requirements for the implementation of the Solution.

##### **SUBTASK 2.1 – VALIDATE MODIFICATIONS TO CORE APPLICATION**

Contractor, with the assistance and cooperation from County's Project Manager, shall analyze and validate the Baseline Modifications selected by County to be made to the Core Application for inclusion into the Solution. Contractor shall include the timeframes for the development of the Baseline Modifications specifications, design, development, implementation and installation and specify how regression testing will be handled for future software releases of the Solution.

In addition, Contractor shall identify to County the Core Enhancements made by Contractor to the Core Application subsequent to responding to the RFP at no cost to County beyond the price of the Core Application in order to meet some of the System Requirements selected by County, including the Minimum Requirements, Security Requirements and County selected Desired Features. Contractor shall include the timeframes for the development of the Core Enhancements specifications, design, development, implementation and installation and specify how regression testing will be handled for future software releases within the Solution.

##### **DELIVERABLE 2.1 – MODIFICATIONS TO CORE APPLICATION**

Contractor shall submit a report to County's Project Manager certifying that the Baseline Customizations and Core Enhancements have been validated pursuant to *Subtask 2.1 – Validate Modifications to Core Application*, installed with documentation and applicable instructions and are operational within the Sandbox and are available for County to test.

##### **SUBTASK 2.2 – DEPLOY SANDBOX**

Contractor, with assistance and cooperation from County's Project Manager, shall analyze and validate the requirements for the implementation of the Solution and complete all steps necessary to set up and configure the Server Environment for the Sandbox for purposes

including testing and training of County designated staff. This deployment shall include the current Core Application and any Third Party Applications. The Baseline Customizations and Baseline Interfaces shall be deployed within the Sandbox for testing pursuant to *Deliverable 1.1 – Project Plan*. The Sandbox shall, at the appropriate time, be populated with conversion data and shall be refreshed periodically as requested by County. During the Maintenance Period, the Sandbox shall be periodically refreshed to match the Production Environment as requested by County, including configuration tables and County data, so that the Sandbox shall match as closely as possible the Production Environment.

**DELIVERABLE 2.2 – DEPLOYED SANDBOX**

Contractor shall submit to County's Project Manager for approval a report, including all appropriate documentation, demonstrating that:

- The Solution is configured and deployed in the Sandbox and available to County project staff for use.
- Login instructions and passwords have been provided to County.
- Complete written manuals and other applicable documentation covering the Application Software have been issued to each County designated staff member as part of the training.
- The Solution is tested within the Sandbox for functionality and data integrity.

**SUBTASK 2.3 – DEVELOP AND VALIDATE CLIENT WORKSTATION CONFIGURATION**

Contractor, with the assistance of County's Project Manager, shall develop the Client workstation configuration for the County selected Client Environment. Contractor shall validate that the workstation configuration works correctly with the Solution.

Additionally, as part of this *Subtask 2.3*, Contractor shall:

- Supply to County everything for County to independently configure the Client workstation for proper operation with the Solution, including but not limited to all drivers, tools and other software, together with the appropriate instructions and specifications, as necessary for County workstations, including but not limited to, touchscreen and scanners, to properly interact with the web hosted Application Software.
- Train designated County technical staff how to complete the configuration.
- Provide to County updates on any Client configuration component at no additional charge during the term of the Agreement.

**DELIVERABLE 2.3 – CLIENT WORKSTATIONS CONFIGURED AND VALIDATED**

Contractor shall provide a report for approval to County certifying that:

- The Client workstation configuration works correctly with the Solution.
- The County has received all materials, drivers, tools and appropriate instructions and specifications regarding the configuration of the Client workstations.
- The County has successfully completed Client workstation configurations that are connected to and operate correctly with the Solution.

- Contractor has established a method and procedure to regression test any Solution update or change against County Client workstation configuration within its own organization prior to release of that Solution update or change to County.

#### **SUBTASK 2.4 – DEVELOP UAT PLAN**

Contractor shall develop and complete a plan for the User Acceptance Test (“UAT”) plan (“UAT Plan”) that, at a minimum:

- Provides for County’s participation in acceptance testing as modules and tasks are completed; and
- Provides for a Final User Acceptance Test (“Final UAT”) after certification of technical and functional readiness prior to Go-Live.

#### **DELIVERABLE 2.4 – UAT PLAN**

Contractor shall submit to County’s Project Manager for approval the UAT Plan developed by Contractor pursuant to *Subtask 2.4 – Develop UAT Plan*.

#### **SUBTASK 2.5 – COMPLETE BASELINE APPLICATION CONFIGURATION**

Contractor shall work with County to complete all technical steps needed to deploy the Solution within the Sandbox for County’s project staff use, including the Baseline Application consisting of the Core Application including Core Enhancements, Third Party Application, Baseline Customizations and Baseline Interfaces.

#### **DELIVERABLE 2.5 – DEPLOYED BASELINE APPLICATION**

Contractor shall submit to County’s Project Manager for approval a report, including all appropriate documentation, demonstrating that:

- The Baseline Application, including Baseline Interfaces, of the Solution is configured, deployed and available to County project staff to use for testing.
- The Solution tested for functionality and data integrity.
- The County has been able to logon to the host using County configured Client workstations and Contractor configuration and to successfully use all functions, including Solution touchscreen and scanner operations as part of the hosted application, in the Sandbox and/or production testing/development environment.

### **TASK 3 – RESPONSE TIME BASELINE AND VOLUME TEST**

#### **SUBTASK 3.1 – ESTABLISH RESPONSE TIME BASELINE AND METHOD**

Contractor, with County approval, shall establish a transaction Response Time method by which County can directly monitor the Response Time of the Solution. County will determine the baseline based on Contractor input, County experience with the Solution and Response Time data collected via established methods.

Response Time monitoring method(s) must be established and in place prior to any Volume Tests so that those tests can be monitored for Response Time. Contractor shall work closely with County in establishing a baseline and method. Response Time Baseline and method shall include, but not be limited, to Contractor’s bandwidth, bandwidth speed and hosted Solution.

Response Time measurements shall include, but not be limited to, separate measures for:

- Data Extract downloads.
- Standard add, edit, screens.
- Standard predefined reports.
- Ad Hoc reports.

Contractor will be responsible for maintaining a hosted Response Time that does not restrict or delay County operations while using the web based Solution.

County will revisit Response Time Baseline from time to time as required to ensure that the hosted Solution does not restrict or delay County operations.

**DELIVERABLE 3.1 – RESPONSE TIME METHOD AND BASELINE ESTABLISHED**

Contractor shall present to County for approval a report pursuant to *Subtask 3.1 – Establish Response Time Baseline and Method* for County to monitor. County criteria for acceptable Response Time will be established by comparing Contractor Response Time Baseline measurements and history against the actual County business environment where the expectation is that the System waits for the user as opposed to the user waiting for the System.

Contractor will train County in the agreed upon method of Response Time monitoring. County will apply the above concept of system waiting for user to the initial acceptance of this *Deliverable 3.1 – Response Time Method and Baseline Established*. County will monitor and revisit Response Time as needed.

**SUBTASK 3.2 – DEVELOP AND EXECUTE VOLUME TEST**

Contractor, with assistance and cooperation from County's Project Manager, shall analyze and validate the requirements for the implementation of the Solution and complete all steps necessary to configure the Solution in its host environment. This includes, but is not limited to:

- Estimating traffic, sizing and volume testing the configuration.
- Analyzing the effects of access to reporting tools and running reports from the System at the same time as data entry is taking place.
- Employing various methods for load balancing between User entry and access vs. User reporting tasks.

**DELIVERABLE 3.2 – VOLUME TEST COMPLETED**

Contractor shall submit to County's Project Manager for approval a report, including all appropriate documentation, demonstrating that, pursuant to *Subtask 3.2 – Develop and Execute Volume Test*:

- The Solution Volume Test(s) have achieved successful results, in summary and detail.
- Any necessary corrective actions that were taken to achieve successful volume testing.

- The Solution integration between the Application Software and all other components is established and functional.

#### **TASK 4 – MIGRATION OF EXTERNAL DATA**

Contractor shall have the primary responsibility for the conversion and migration of Existing Data (“Data Migration”). County’s External Data shall come from multiple sources, including the consumer and other data from the existing AAA system (to be extracted by County in the form of a table). Additionally, individual Centers have multiple Microsoft Office compatible tables of consumers, emergency contacts and service delivery data.

##### **SUBTASK 4.1 – DEVELOP MIGRATION PLAN**

As part of Data Migration, Contractor shall provide a plan for Data Migration (“Data Migration Plan”), which shall address the tasks relating to Data Migration, including but not limited to:

- Providing Data Migration Plan.
- Performing Data Migration mapping (i.e., initial mapping, Q/A with County, validation).
- Preparation of Data Migration templates.
- Facilitation of County population of Data Migration templates.
- Performing pre-Data Migration validation of data.
- Ensuring that the Solution has an index based on the SAMS consumer ID for use by the barcode scanners.
- Documentation of any Data Migration issues.
- Testing of Data Migration in the Sandbox.
- Final Data Migration into the Production Environment immediately prior to Go-Live.

##### **DELIVERABLE 4.1 – DATA MIGRATION PLAN**

Contractor shall provide to County’s Project Manager for approval the Data Migration Plan developed pursuant to *Subtask 4.1 – Develop Migration Plan*.

##### **SUBTASK 4.2 – DEVELOP AND TEST DATA MIGRATION METHODS**

Contractor shall develop Data Migration methods and Data Migration Tests including methods for migration of data from SAMS system and Center data files by completing, at a minimum, the following tasks:

- Creation of scripts, Data Migration Test, importing of data.
- Validation of volume Data Migration Test by moving data into the Sandbox, so that the data can be accessed correctly for other testing.
- Documentation of any Data Migration issues.

Contractor shall repeat these tasks as necessary until the Data Migration Test passes to the satisfaction of County.

#### **DELIVERABLE 4.2 – TESTED DATA MIGRATION**

Contractor shall submit to County for approval a report, including all appropriate documentation, confirming that the Data Migration Test, including testing of the volume migration test data, has successfully passed pursuant to *Subtask 4.2 – Develop and Test Data Migration Methods*.

#### **SUBTASK 4.3 – COMPLETE PRODUCTION DATA MIGRATION**

Contractor shall complete Data Migration to the Production Environment immediately prior to Go-Live and after Data Migration has been tested and approved pursuant to *Deliverable 4.2 – Tested Data Migration*. The Sandbox shall be loaded with the same migrated data as production for testing.

#### **DELIVERABLE 4.3 – PRODUCTION DATA MIGRATION**

Contractor shall submit to County for approval a report, including all appropriate documentation, confirming that the Data Migration to the Production Environment has been completed and that the data in Sandbox matches production.

#### **TASK 5 – SOLUTION TRAINING**

Training is a key element in system implementation and also can be resource intensive. Contractor shall be required to provide System Training as described in this *Task 5 – Solution Training* below. It is at the sole discretion of County which training options will be selected from *Section 5.1 – County Discretionary Training Options* below. County will carefully review input from Contractor in the RFP response with respect to pros and cons relating to the proposed Solution and the various training methods.

##### **5.1 – COUNTY DISCRETIONARY TRAINING OPTIONS**

Contractor shall be required to provide the following types of training:

- a. **On-Site Training:** Contractor will conduct training on the use of all features of the proposed Solution at the CSS Headquarters training room. Contractor shall provide all training materials, including printed manuals, for each trainee.
- b. **Train-the-Trainer:** Contractor will train one or more CSS trainers for conducting the on-site training to County personnel on the use of all features of the proposed Solution. This maybe completed online or in person. Contractor shall provide all training materials, including printed manuals, for each trainee.
- c. **Online Training:** Contractor will train CSS technical staff and Solution Users utilizing WebEx administered by Contractor, online user interactive method and/or other recognized standard training methods. Contractor shall provide all training materials, including printed manuals, for each trainee.

##### **5.2 – TRAINING GENERAL SPECIFICATIONS**

Contractor shall provide knowledgeable trainers in both the Solution and community and senior center services and management. Contractor shall provide individual printed manuals for each student at the time of training, customized to the different types of classes, as appropriate



Scenarios for class exercises shall also be in printed form as step by step instructions with screen captures to enable students to redo the exercises after training, with the exception of overviews

There will be two types of classes: User and Technical.

Each type of training must include separate classes for the two following groups:

- a. The CSS Technical Staff that will be handling First Level Support. Contractor is expected to allocate at least one (1) full day of training or two (2) four (4) hour sessions.
- b. The Solution Users training should be allocated for training sessions of eight (8) hours long. Unless otherwise agreed to by the County, each training session must be offered least two (2) times.

For on-site training conducted at CSS Administrative Headquarter, students will be at a ratio of one to one with the laptops provided by County. There will also be provided a trainer laptop and a projector for the classroom.

Training population shall consist of:

- Technical Staff: including six (6) Information Technology technical staff and two (2) from administration group, for an estimated total of eight (8) technical staff.
- Users: including three (3) per Center, ten (10) CSS Administrative and six (6) Information Technology technical staff, for an estimated total of fifty-eight (58) users.

The tasks relating to System Training shall include, but not be limited to:

- Completion of a Training Plan
- Completion of training scenarios
- Class scheduling that ends prior to Go-Live
- Working closely with County staff to maximize effectiveness of the training
- Administering proficiency tests.

#### **SUBTASK 5.1 – DEVELOP TRAINING PLAN**

Contractor shall develop and provide to County a Training Plan for System Training that shall include all training tasks associated with this project, including training of Users, County technical support and other staff designated by County as described in this *Task 5* above, including *Section 5.1 – County Discretionary Training Options* and *Section 5.2 – Training General Specifications*.

#### **DELIVERABLE – 5.1 TRAINING PLAN**

Contractor shall submit to County's Project Manager for approval the Training Plan developed pursuant to *Subtask 5.1 – Develop Training Plan*.

#### **SUBTASK 5.2 – DEVELOP TRAINING SCENARIOS**

Contractor shall complete, test and validate functioning in the Sandbox environment of the following training scenarios, including, at a minimum:

For User classes:

- i. Navigation
- ii. Entry of new consumer
- iii. Recording brief services
- iv. Staff recording services for a consumer
  - a. Touchscreen
  - b. Barcode Scan
  - c. Direct Entry
- v. Consumer recording services for themselves
  - a. Touchscreen
  - b. Barcode Scan
  - c. Direct Entry
- vi. Use of Web
  - a. For Pre-Intake demographic entry
  - b. For service registration
- vii. Access to and the use of reports and reporting tools.

For Technical Staff classes: (Note: Technical Staff must have already attended regular User training.)

- i. System configuration
- ii. Troubleshooting techniques for County's First Level Support, how to access and use Contractor's customer services
- iii. Advanced training on use of:
  - a. Reports
  - b. Report tools
  - c. Ad hoc reporting tools.

#### **DELIVERABLE 5.2 – TRAINING SCENARIOS**

Contractor shall submit to County's Project Manager for approval a report that includes the printed and electronic training scenarios, together with notification of how to access such training scenarios, developed pursuant to *Subtask 5.2 – Develop Training Scenarios*.

#### **SUBTASK 5.3 – CONDUCT PRODUCTION TRAINING**

Contractor shall conduct and complete the User and Technical Staff training prior to Go-Live date. Such training shall include, but not be limited to:

- i. Hands-on classroom training, WebEx lead training and/or other training as agreed to in the Training Plan. All training options must include sign-in sheets and proficiency tests and results in paper or electronic format, as appropriate.

- ii. Updating and correcting training scenarios and documentation.
- iii. Providing to each student individual user manual that, at a minimum, includes:
  - a. Step by step guides
  - b. Screen captures
  - c. Detailed documentation sufficient to independently replicate the training scenarios in the Sandbox.

Any Deficiencies discovered by Contractor or County during the process of training shall be documented by Contractor and fixed.

#### **DELIVERABLE 5.3 – COMPLETED PRODUCTION TRAINING**

Contractor shall submit to County’s Project Manager for approval a report that certifies that the Solution production training has been completed. The report shall at a minimum include:

- All staff sign-in sheets for all classes of training conducted pursuant to Subtask 5.3 – Conduct Production Training.
- Updated training scenarios with documentation and copies of individual user manuals in printed and electronic form, as appropriate.
- A listing of Deficiencies, including the corrective action status, dates and fixes identified to date, including those identified by County or Contractor during training.

This *Deliverable 5.3* must be completed prior to Go-Live and shall not interfere with the Final UAT.

#### **TASK 6 – BASELINE INTERFACE WITH SAMS**

In addition to *Task 4 – Migration of External Data* for data conversion, Contractor shall develop and provide a method for importing consumer updates from the Harmony SAMS system. The Harmony SAMS system consumer identification (“ID”) number must be included and stored within the Solution as the primary identifier for claiming services in SAMS. The Interfaces with the Solution must include an automated method of exporting consumers and Area Agency and Aging (“AAA”) services to SAMS for County AAA claiming to the State of California.

##### **SUBTASK 6.1 – ESTABLISH METHOD AND TEST CONSUMER IMPORT**

Contractor shall on a periodic basis, as specified by County, import consumers and their basic demographics directly into the Solution database of existing consumers hosted by Contractor, as provided below.

- i. This import will include a County identification number that the Solution must use for barcode scanning purposes.
- ii. Working with County’s Technical Staff, Contractor shall identify the best means by which to complete the import of new consumer records. The method must be an automated solution that can be scripted and is acceptable to County.
- iii. Currently, County uses the Harmony SAMS system for AAA case management and intends on using the SAMS ID as the County identification for both the AAA and the Solution barcode identification purposes.

- iv. Using the established method, Contractor shall conduct appropriate tests with County to enable County to validate via the Sandbox that consumers are imported and can be accessed using both the Solution index and County identification including scanner, keyboard and touchscreen.
- v. Consumer records will be imported as an ongoing operation throughout the Maintenance Period for updating SAMS new consumers into the Solution consumer data tables.

#### **DELIVERABLE 6.1 – PERIODIC CONSUMER IMPORT FUNCTIONAL**

Contractor shall provide to County for approval a report with appropriate documentation that the consumer import method has been established and that the appropriate testing has been completed. Contractor shall demonstrate the import functionality to the County so that the County can validate the functionality prior to approval of this deliverable by testing within the Sandbox. Additionally, Contractor shall warrant that the tested methods and processes have been added to the Production Environment and are supported through the Maintenance Period.

#### **SUBTASK 6.2 – ESTABLISH METHOD AND TEST AAA SERVICE EXPORT TO SAMS**

Contractor shall establish a method for exporting AAA services from the Solution to SAMS. This can be as simple as using the SAMS services batch file import feature or a more complex interface. Contractor, with assistance from County, shall test the Solution's export functionality using the Sandbox. The export must, at a minimum, include the SAMS ID and the AAA service delivery information. Contractor shall add the export functionality to the Production Environment once County has approved the corresponding deliverable.

#### **DELIVERABLE 6.2 – AAA SERVICE EXPORT TO SAMS FUNCTIONAL**

Contractor shall provide to County for approval a report with appropriate documentation that the export method has been established and that appropriate testing has been completed in accordance with *Deliverable 6.2 – AAA Service Export to SAMS Functional*. Contractor shall demonstrate the export functionality to County in order for County to validate the functionality prior to approval of this deliverable by testing within the Sandbox. Additionally, Contractor shall warrant that the tested methods and processes have been added to the Production Environment and are supported through the Maintenance Period.

### **TASK 7 – SOLUTION DATA EXTRACTION**

Contractor shall complete all preparations and volume testing of the Solution Data extraction to the County Data Warehouse.

#### **SUBTASK 7.1 – SET-UP SOLUTION DATA EXTRACTION**

Periodic extraction of the Solution Data shall be set up pursuant to the technical parameters outlined in *Exhibit 5 (Data Warehouse Extract and Import Requirements)* to this Appendix B.

This task shall include, but not be limited to:

- i. Working closely with County's technical staff in selecting the best County options for the extraction and subsequent transmission and receipt by County.
- ii. Completing a volume test that would simulate (or use County converted data) County volume of extraction.

- iii. Testing the extraction through to County receipt and validating that data is received by County against the source of the extraction.
- iv. Automated and scripted data extractions in such a manner as to preclude human error from delaying or corrupting the data through incorrect procedure.
- v. Volume testing of time to download data that considers growth projections for the entire term of the resultant Agreement.

**DELIVERABLE 7.1 – SOLUTION DATA EXTRACTION FUNCTIONAL**

Contractor shall submit to County's Project Manager for approval a report, including volume test results and required documentation, certifying that the data warehouse extraction has been successfully setup and is consistent with the applicable requirements pursuant to *Subtask 7.1 – Set-Up Solution Data Extraction*.

**TASK 8 – SYSTEM PRODUCTION**

Contractor shall make the Solution ready for Production Use by County, completing the technical, functional and testing activities specified in this *Task 8* below.

**SUBTASK 8.1 – ACHIEVE TECHNICAL READINESS**

Contractor shall complete all tasks to ensure technical readiness, at a minimum, by completing the following tasks:

- i. Analyzing County volumes.
- ii. Ensuring that network infrastructure and central processing are in place to handle the load from County Users.
- iii. Developing a mock volume test to enable County to simulate transactions against Contractor's host to reveal any bottle necks either locally or at the host site.
- iv. Developing formal Disaster Recovery Plan that includes an alternate backup / disaster recovery site.
- v. Performing site security review.

**DELIVERABLE 8.1 – TECHNICAL READINESS**

Contractor shall submit to County's Project Manager for approval a report that includes the formal Disaster Recovery Plan and a certification of completion of technical readiness to proceed to Production Use pursuant to *Subtask 8.1 – Achieve Technical Readiness*. The report shall include mock volume test results with appropriate documentation and submission of the Disaster Recovery Plan and site security documentation. Site security shall be documented by expanding and providing details, if needed, on the submitted RFP response document in *Exhibit 3 (Security Requirements) to Appendix C (Requirements and Response Documents)*.

**SUBTASK 8.2 – ACHIEVE FUNCTIONAL READINESS**

Contractor shall complete all tasks to ensure functional readiness of the Solution. County will participate in the testing of functional readiness. Contractor shall review the entire Solution from a functional perspective, including, but not limited to, functional deficiencies and System

Maintenance as specified in the Service Level Agreement, including Maintenance Services and Support Services.

**DELIVERABLE 8.2 – FUNCTIONAL READINESS**

Contractor shall submit to County's Project Manager for approval a report certifying functional readiness of the Solution to move to Final User Acceptance Test in accordance with *Subtask 8.2 – Achieve Functional Readiness*.

**SUBTASK 8.3 – CONDUCT FINAL USER ACCEPTANCE TEST**

Contractor shall complete all support tasks to ensure that County's Final User Acceptance Test is completed and passed to the satisfaction of County. County will jointly with Contractor participate in the testing of the Solution in accordance with the UAT Plan. According to the UAT Plan, sufficient time shall be allocated for testing and retesting after *Deliverable 8.1 – Technical Readiness* and *Deliverable 8.2 – Functional Readiness* are submitted and approved by County. The list of Deficiencies shall be reviewed with special attention to any Deficiencies that are unresolved. Any unresolved Deficiencies shall be updated with current status, timeframe for resolution and other appropriate notes.

**DELIVERABLE 8.3 – GO-LIVE**

Following completion by Contractor and approval by County of Deliverable 8.1 – Technical Readiness and Deliverable 8.2 – Functional Readiness, Contractor shall submit to County's Project Manager for approval a report certifying that Final User Acceptance Test has been completed and the Solution is ready for Production Use pursuant to Subtask 8.3 – Conduct Final User Acceptance Test.

The Deficiency list shall be submitted with the certification. County, in its sole discretion, shall determine if any unresolved Deficiency(s) individually or cumulatively are critical to prevent the Solution from achieving Go-Live. County, in its sole discretion, upon successful completion of this *Deliverable 8.3 – Go-Live*, specify the date for Go-Live ("Go-Live Date").

**SUBTASK 8.4 – MAINTAIN NON-DEFICIENT PRODUCTION USE**

Contractor shall bring the System on-line in Production Use and operate it for in the Production Environment for a minimum of forty-five (45) consecutive days from Go-Live without Priority Level 1 or Priority Level 2 Major Deficiency ("Warranty Period"). Upon occurrence of a Major Deficiency, Contractor shall correct such Deficiency by re-performance pursuant to, and subject to the applicable provisions of, the Agreement including the Service Level Agreement. Contractor shall correct all Major Deficiencies identified during such forty-five day period, even if the last correction occurs after such 45-day period. Occurrence of a Major Deficiency shall restart the 45-day consecutive cycle following identification and correction of such Deficiency. At County's sole discretion, the 45-day period may restart without final correction if there is some extraordinary situation that warrants that action. The Warranty Period shall continue until the System has successfully undergone a consecutive 45-day day cycle with no Major Deficiencies.

Contractor shall provide a log of all Deficiencies identified during such Production Use together with the solutions and correction timetables that shall include all Deficiencies still outstanding since the project start and all Deficiencies identified since Go-Live with appropriate status

notations, indicating closing dates and resolution or if they are outstanding when they will be resolved.

**DELIVERABLE 8.4 – FINAL ACCEPTANCE**

Contractor shall submit to County's Project Manager for approval a report certifying that the Solution has been in Production Use for at least forty-five (45) consecutive days without Major Deficiencies and that all other Deficiencies discovered during such 45-day period have been corrected, as specified in *Subtask 8.4 – Maintain Non-Deficient Production Use*. The report shall include documentation of all Deficiencies documented during the Warranty Period and a timetable for the correction of each such Deficiency in accordance with applicable standards for correcting such Deficiencies, as specified in the Agreement, including *Exhibit D (Service Level Agreement) to Appendix A (Required Agreement)*.

**TASK 9 – SYSTEM MAINTENANCE**

**SUBTASK 9.1 – DEVELOP SYSTEM MAINTENANCE PLAN**

Contractor shall work in conjunction with County staff to develop a plan for System Maintenance ("System Maintenance Plan"), including Maintenance Services and Support Services, to be provided by Contractor in accordance with *Exhibit D (Service Level Agreement)* to the Agreement. The System Maintenance Plan shall address, at a minimum, the following System Maintenance services:

- Backup and Disaster Recovery
- Service levels
- Performance monitoring
- Software Enhancements and Updates
- Process for Optional Work.

**DELIVERABLE 9.1 – PROVIDE SYSTEM MAINTENANCE PLAN**

Contractor shall provide to County for approval the System Maintenance Plan developed in accordance with *Subtask 9.1 – Develop System Maintenance Plan*.

**SUBTASK 9.2 – IMPLEMENT AND PROVIDE SYSTEM MAINTENANCE**

Contractor shall work jointly with the County to implement System Maintenance services, including Maintenance Services and Support Services, pursuant to the System Maintenance Plan.

Contractor shall provide System Maintenance, including Maintenance Services and Support Services, in accordance with *Exhibit D (Services Level Agreement)*.

If a problem can be resolved based on the technical training and materials provided by Contractor, then County's technical staff will use reasonable efforts to resolve such problem prior to contacting Contractor. If County's technical staff is unable to resolve the problem or if County determines that there is the problem stems from the Solution provided by Contractor, then the problem will be escalated by County to Contractor as a Deficiency for resolution, subject to remedies for Contractor's failure to timely resolve the problem.

The Sandbox shall be maintained by Contractor in accordance with the terms of the resultant Agreement for the term of the Agreement, as further described in *Exhibit D (Service Level Agreement)* to *Appendix A (Required Agreement)*.

During the Maintenance Period, the Sandbox shall be periodically refreshed to match the Production Environment as requested by County (including configuration tables and County data, so that the Sandbox will match as closely as possible the Production Environment.

#### **DELIVERABLE 9.2 – SYSTEM MAINTENANCE**

Contractor shall provide System Maintenance, including Maintenance Services and Support Services, commencing upon Go-Live in accordance with *Subtask 9.2 – Implement and Provide System Maintenance*.

System Maintenance shall include without limitation:

- Providing and maintaining Server Hardware, including networking components
- Monitoring of security and network activity and maintenance of Web services
- Providing and maintaining Solution Software, including Server Software and Application Software consisting of Server Application and Client Application
- Providing Updates to Solution Software including Server Software and Application, as appropriate.

#### **TASK 10 – OPTIONAL WORK**

##### **SUBTASK 10.1 – PROVIDE OPTIONAL WORK**

Following Go-Live, County may from time to time, during the term of this Agreement, submit to Contractor written requests for Optional Work using Pool Dollars, including Application Modifications consisting of Software Modifications and/or Additional Software, Professional Services consisting of Consulting Services and/or Additional Training, and Additional Products. Following County's request for Optional Work, Contractor shall submit to County for approval a proposed Scope of Work for such Optional Work and a not-to-exceed Maximum Fixed Price calculated, as applicable, based on the Fixed Hourly Rate and a pass-through cost for Additional Products of third parties. Contractor shall also submit an estimation of personnel hours required to complete the Optional Work. County and Contractor shall agree on the Scope of Work for the tasks and deliverables to be performed, the goods to be delivered and the Maximum Fixed Price for such Optional Work.

##### **DELIVERABLE 10.1 – OPTIONAL WORK**

Upon County's request for, and the parties' agreement on the Scope of Work and the Maximum Fixed Price, Contractor shall provide to County Optional Work in accordance with *Subtask 10.1 – Provide Optional Work* and certify in writing that the Optional Work meets the requirements of the applicable Scope of Work, the this Agreement including *Exhibit A (Statement of Work)* and *Exhibit D (Service Level Agreement)*, and the applicable industry.

Any Application Modifications and any products of Professional Services, once provided, shall become part of, and be deemed, the Solution. Furthermore, any enhancements and/or modifications to System Requirements resulting from any Optional Work shall be incorporated into, and become part of, the System Requirements and the Solution.



## **APPENDIX B**

### **STATEMENT OF WORK**

#### **EXHIBITS**

Exhibit 1 Manual Business Event Processing

Exhibit 2 Automated Business Event Processing

Exhibit 3 Mixed Event Participants

Exhibit 4 List of Community and Senior Centers

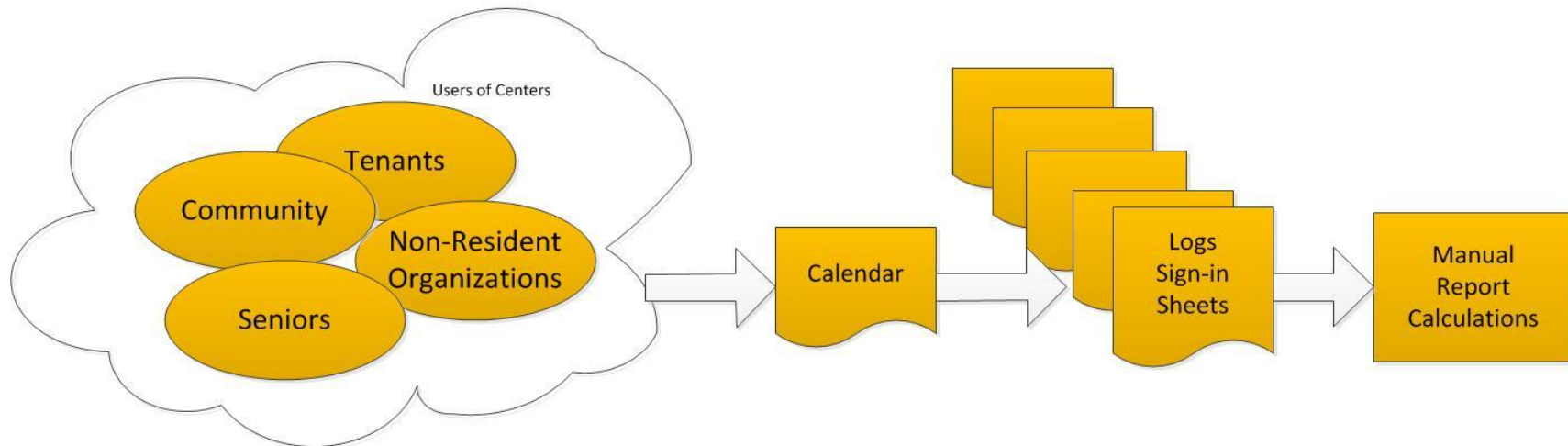
Exhibit 5 Data Warehouse Extract / Import Requirements

Exhibit 6 County Client Workstation Specifications

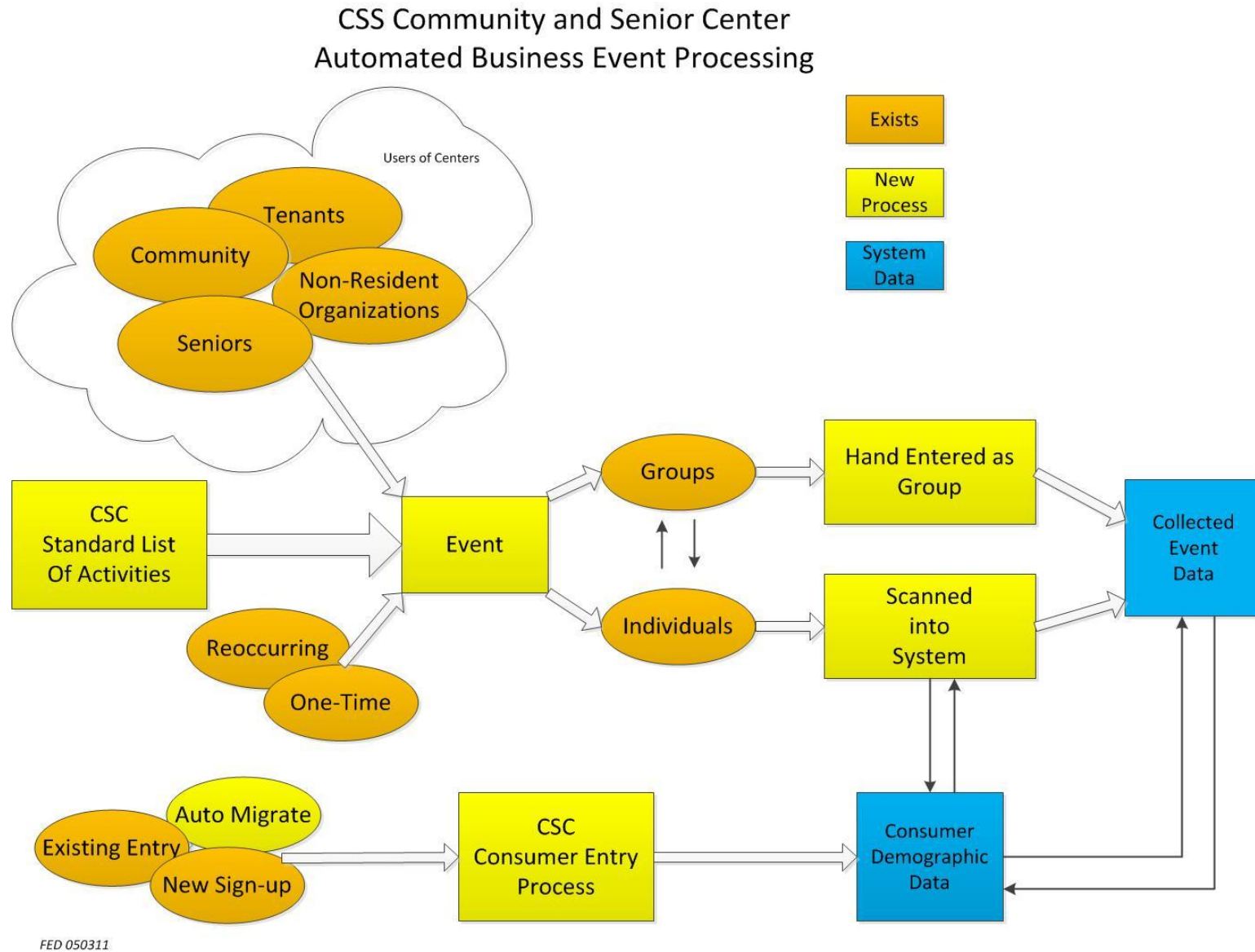
Exhibit 7 County Specifications for Consumer Data Import

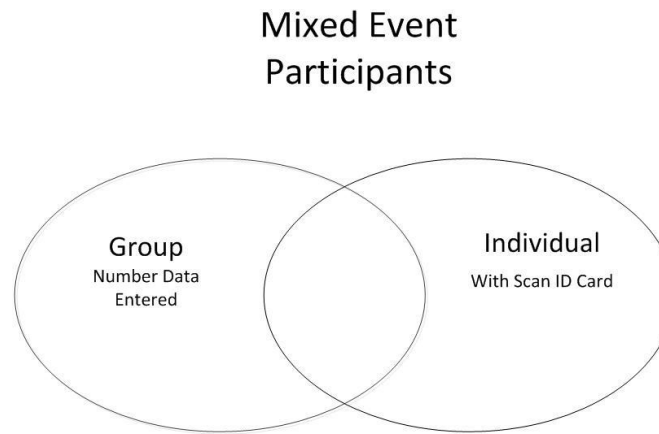
Exhibit 8 Community and Senior Center Reports and Volumes

CSS Community and Senior Center  
Current Manual Business Event Processing



## EXHIBIT 2 – AUTOMATED BUSINESS EVENT PROCESSING





FED 043011

## EXHIBIT 4 – LIST OF COMMUNITY AND SENIOR CENTERS

**Altadena Community Center**

730 E. Altadena Drive  
Altadena, CA 91001  
Tony Brookins, Center Director

**Altadena Senior Center**

560 E. Mariposa Street  
Altadena, CA 91001  
Claudia Curry, Center Director

**Antelope Valley Senior Center**

777 W. Jackman Street  
Lancaster, CA 93534  
Ofelia Parris, Center Director

**Asian Service Center**

14112 S. Kingsley Drive  
Gardena, CA 90249  
Angela Bagmanian, Center Director

**Centro Maravilla Service Center**

4716 Cesar E. Chavez Avenue  
Los Angeles, CA 90022  
Liliana Garcia, Center Director

**East Los Angeles Service Center**

133 N. Sunol Drive  
Los Angeles, CA 90063  
Andrea Michel, Center Director

**East Rancho Dominguez Service Center**

4513 E. Compton Boulevard  
Compton, CA 90221  
Mario Muralles, Center Director

**Florence/Firestone Service Center**

7807 S. Compton Avenue  
Los Angeles, CA 90001  
Greg Robinson, Center Director

**Los Nietos Senior Center**

11640 E. Slauson Avenue  
Whittier, CA 90606  
Rosendo Garcia, Center Director

**San Fernando Valley Service Center**

7555 Van Nuys Boulevard  
Van Nuys, CA 91405  
Siddie Neal, Center Director

**San Gabriel Valley Service Center**

1441 Santa Anita Avenue  
South El Monte, CA 91733  
Donna Pierson, Center Director

**San Pedro Service Center**

769 W. Third Street  
San Pedro, CA 90731  
Elsie Larriva, Center Director

**Santa Clarita Valley Service Center**

24271 S. Main Street  
Newhall, CA 91321  
Brenda Mendoza, Center Director

**Willowbrook Senior Center**

12915 Jarvis Avenue  
Los Angeles, CA 90061  
Saundra Hamilton, Center Director

**Community and Senior Services Headquarters**

3175 West Sixth Street  
Los Angeles, CA 90020  
Jorge Merchan, Project Director

Red denotes a Senior Center

### Direct access

RFP response must include direct access from the CONTRACTOR data storage to our data warehouse for data extractions.

### Data Movement

If logistical or security issues make direct data access impractical, then an off-line extract/load process may be necessary. In this circumstance, off-line data will need move from the CONTRACTOR to the COUNTY. Depending upon the database products used by the CONTRACTOR, there are several methods for data movement that can be employed.

COUNTY requires that all core data and associated reference tables are available in some form.

Some potential data formats may be:

- Delimited ASCII Files (comma or other unique delimiters)
- Positional Column ASCII Files
- XML Data
- Oracle DMP file

Some potential methods of data movement may be:

- FTP/FTPS
- SFTP
- Web Services (HTTP/HTTPS)
- CONTRACTOR specific technologies (i.e. Oracle Streams).

### Database Documentation required

COUNTY requires documentation describing the data base, which includes but is not limited to:

- Database Catalog to include definitions of database objects such as tables, views, materialized views, synonyms, value ranges, and indexes
- Entity Relationship Model

Additionally, the CONTRACTOR must provide to COUNTY, refreshed documentation for the duration of the contract period, reflecting all database modifications to the database schema (tables, view, materialized views, etc.) in a timely manner.

### Refresh Frequency

COUNTY prefers to have on-line, read-only access to a database instance which mirrors the production OLTP environment. COUNTY does not require “on-commit” refresh frequency; however shorter refresh windows are desirable. County will request options for refresh frequencies on the Cost Sheet.

### Extract Download Performance Measure

For any given period the download(s) shall meet or exceed the speed of \_\_\_\_\_ eighty percent (80%) of the time, using the following formula.

$A/B = C$  where A= The number of downloads where the download speed met or exceeded the expected speed. Each download speed calculated as an average speed for that specific total download. B = the total number of downloads within that period. C= The calculated A divided by B, expressed as a percentage of downloads that met the expected speed.

As part of Subtask 7.1 Set-Up System Data Extraction:

- The minimum downloads for a period shall be determined by the County based upon the Solution and selected Extract method.
- The speed shall be determined by the County based upon the agreed upon method and County experience with downloading using that theoretical speed.
- Remedy shall be as specified in the Service Level Agreement.

## EXHIBIT 6 – COUNTY CLIENT WORKSTATION SPECIFICATIONS

### Los Angeles County Community and Senior Services

Note:

**Our current CSS installed workstations are XP with Internet Explorer 8, County is on a migration path to Windows 7 and Internet Explorer 9. The proposed Solution must be able to support both sides of our migration path.**

#### IT Section Business Computer Configuration 3

	Standard	
	Workstation	
Manufacturer / Model	<b>Dell Optiplex 790</b>	
Processor	<b>Intel i5 2400</b>	
Operating System	<b>Windows 7 Pro w/ NTFS coming from XP</b>	
RAM	<b>4 GB DDR3 Non-ECC</b>	
Hard Disk	<b>250 G SATA 6.0GB/s</b>	
Removable	<b>16X DVD-ROM SATA</b>	
Video Graphics Card	<b>Intel Graphics Media Accelerator HD 2000</b>	
Sound Card	<b>High Definition Audio</b>	
Network Interface	<b>Intel Gigabit LAN 10/100/1000</b>	
PCI Slot / Connections	<b>4</b>	
USB 2.0	<b>10</b>	
Parallel Connection Bi-Dir	<b>1</b>	
Serial 9 pin	<b>1</b>	
Stereo line	<b>1</b>	
Mic in	<b>1</b>	
Speaker line out	<b>1</b>	
Mouse	<b>USB 2 button Optical w/scroll</b>	
Keyboard	<b>USB Multimedia Pro</b>	
Security	<b>Intel vPro</b>	
Browser	<b>Microsoft Explorer</b>	<b>I.E. 8 going to I.E. 9</b>

Dell configurations delivered can slightly vary. County also has master agreements for Lenovo Thinkcentre M81 and HP 6200 Pro with similar specifications for Business Computer Configuration 3.



## **EXHIBIT 7 – COUNTY SPECIFICATIONS FOR CONSUMER DATA IMPORT**

It is the intent of the County to import consumer and other data from the Harmony SAMS AAA system as well as from center independent data stores. The consumers of the CSS Community and Senior Centers represent a significant subset of those AAA consumers. Additionally, the Barcode ID number for the Solution will come from the SAMS consumer ID number. Periodically the County will import more consumers from SAMS that have been added since the last import.

Currently the SAMS Consumer file is approximately 100,000. That will be refined during the SOW tasks. The file format can be either Excel or a Comma Delimited including:

1. Basic consumer demographics.
2. Emergency contact.
3. Some service delivery information from Centers.
4. Other Center related information as needed.

## Exhibit 8 - Community and Senior Center Reports and Volumes

### Community and Senior Center Reports and Volumes

Note: The below is an image of the manually prepared Monthly Activity Reports. This report is for informational purposes so that Contractors can see what CSS has been historically using to manage the centers. The Contractor proposed solution does not have to reproduce this report in this format. However, it is expected that very similar or comparable data should be able to be collected within the proposed Solution for each center with a rollup capability to all Centers. **The actual form and definitions for each element are contained within the Excel spreadsheet report form on the RFP website. Additionally, there are spreadsheets with volumes for each of the Centers on the RFP website:**

<http://css.lacounty.gov/contracts-rfp-rfi-rfq.aspx>



### SERVICE AND SENIOR CENTER - MONTHLY ACTIVITY REPORT

NAME OF SERVICE/SENIOR CENTER:						MONTH/YEAR:					
<b>I. Direct Services to Individuals</b>								<b>62 years &amp; over</b>		<b>Under 62 years</b>	
<b>Conducted On-Site</b>								<b>Total Participants</b>	<b>Units of Service</b>	<b>Total Participants</b>	<b>Units of Service</b>
A	Information & Referral										
B	Assist / Facilitate										
C	Form Assistance										
D	Translating / Interpreting										
E	Physical Fitness Activities										
F	Food Assistance	# in Home		# of Bags			0		0		
G	Use of Volunteers	Registered		Non-Registered		Mandated					

### Exhibit 8 - Community and Senior Center Reports and Volumes

		Number	Hours	Number	Hour	Number	Hour				
H	Toy Loan Volunteers-Participants			Number		Hour					
I	Notices/Flyers/Newsletters sent or distributed										
<b>Conducted Off-Site</b>											
J	Home Visits										
K	General Outreach			Number of Meetings, Activities, or Events	Presenter / Facilitator / Convener						
	1 Meetings / Events / Functions Attended										
	2 Notices/Flyers/Newsletters sent or distributed										
<b>AAA Related</b>											
L	Home Visits										
M	Telephone Reassurance										
N	Transportation										
O	Trips	# of Trips									
P	Caregiver Support Services										
	1 Outreach - Groups										
	a) Community Education										
	b) Presentations										
	2 Advocacy - Individuals										

## Exhibit 8 - Community and Senior Center Reports and Volumes

Q	Notices/Flyers/Newsletters sent or distributed						
Page 1 Sub-Total			0		0	0	0

(Two-Sided Form)

II. Indirect Services								
On-site Center Sponsored / Occasional User - Group Meetings / Activities / Events					62 years & over		Under 62 years	
			Number of Meetings, Activities, or Events		Total Participants	Units of Service	Total Participants	Units of Service
A	Support Group/Association							
B	Non-Profit Human Services							
C	Community Groups/Civic/Business Groups							
D	Health/Medical							
E	Educational/Training/Public Forums							
F	Social Clubs, Special Events & Activities							
K	Meal Programs							
Page 2A - Sub-Total			0		0		0	0
Government / License Agency Activities								
G	Number of Agencies Housed at the Center							
H	Number of <b>Individual</b> Clients Served							
I	Meetings/Activities/Events held <b>On-site</b>							
J	Meetings/Activities/Events held <b>Off-site</b>							

## Exhibit 8 - Community and Senior Center Reports and Volumes

Page 2B - Sub-Total			0		0		0	0
Non-Duplicated Clients		Page 1 & 2 Grand Total	0	Grand Total	0	0	0	0

Reviewer/Director: \_\_\_\_\_ Date: \_\_\_\_\_

Preparer: \_\_\_\_\_ Date: \_\_\_\_\_

**Note:** All activities that fall outside of those listed above are considered administrative tasks conducted by Center Staff, including but not limited to: Coordinating facility matters with ISD; Arrange for agencies to provide organized social, recreational, health and/or nutritional services for program clients to maintain/enhance their level of functioning (i.e. dances, trips, fitness center-exercise class, screenings); Coordinating meetings and special events (i.e., arranging rooms, preparing notices/flyers, scheduling, setting up, clean-up, etc.); Time spent performing tasks not noted in other categories, but integral to the operation of the Center (i.e., picking up pantry, preparing food baskets, assisting Licensed Agencies, security checks, preparing reports, personal development trainings, etc.)